Table of Contents

AT&T Ethernet WAN Alaska Service

Section Effective Date: 26-Feb-2016

The AT&T Ethernet WAN Alaska Service is a switched Ethernet transport service that allows the connection of multiple sites in a single bridged domain over AT&T Alaska's managed MPLS network. The term "AT&T" as used in this Service Guide shall mean AT&T Alaska. The AT&T Ethernet WAN Alaska Service Guide consists of the following Parts:

- Service Description (SD)
- Service Level Agreements (SLAs)
- Pricing (P)

In addition, General Provisions apply.

Service Description (SD)

SD-1. General

Section Effective Date: 26-Feb-2016

The AT&T Ethernet WAN Alaska Service is a switched Ethernet transport service that allows the connection of multiple sites in a single bridged domain over AT&T Alaska's managed MPLS network. It is a Layer 2 Ethernet Virtual Private LAN Service (VPLS) with Point to Point, Point to Multipoint and Multipoint to Multipoint connections. AT&T Ethernet WAN Alaska Service can be used (where available) to provide WAN connectivity across the state of Alaska.

The Service can be configured into an any to any forwarding domain and also makes forwarding decisions based on a combination of Ethernet MAC addresses, VLANs and port configuration depending on the service options selected for a given connection.

AT&T Ethernet WAN Alaska Service will support Ethernet frame sizes (Maximum Transmission Unit or MTU) up to 1,514 bytes. Larger MTU may be supported on an individual case basis.

SD-2. Service Availability

Section Effective Date: 30-Sep-2018

The AT&T Ethernet WAN Alaska Service is available in selected areas across the state of Alaska. Not all capabilities, features, speeds and options may be available in all locations in Alaska. Service is provided subject to availability of suitable capacity and Service Components. AT&T Alaska will determine which Service Components shall be used and may make modifications to Service Components at its sole discretion. The table below illustrates some of the key population centers included in each region of Alaska:

AT&T Ethernet WAN Alaska Service - Geographic Availability Table	
Regions	**Population Centers**
Group 1 (Urban Terrestrial)	Anchorage, Fairbanks, Juneau and Eagle River
Group 2 (Rural Terrestrial)	Prudhoe Bay, Kodiak, Sitka and Ketchikan
Group 3 (Rural Satellite)*	Barrow, Bethel, Dillingham, Fort Yukon, Galena, McGrath, Kotzebue and Nome
Notes:	
	AT&T Ethernet WAN Alaska service may not be available at all Customer locations within these areas.
*	AT&T Ethernet WAN Alaska Service for Group 3 (Rural Satellite) is no longer available to be ordered for new Customers as of September 30, 2018.

SD-3. Service Components

SD-3.1. AT&T Ethernet WAN Alaska Service Port

Section Effective Date: 28-Feb-2017

An AT&T Ethernet WAN Alaska Service Port provides the connection to the AT&T Ethernet WAN Alaska Service network. The Port speed is the maximum rate for transmission of data through the Port. The following port speeds are available depending on the availability of suitable facilities: 1 Mbps, 2 Mbps, 3 Mbps, 4 Mbps, 5 Mbps, 6 Mbps, 7 Mbps, 8 Mbps, 9 Mbps, 10 Mbps, 20 Mbps, 30 Mbps, 40 Mbps, and 50 Mbps.

AT&T Ethernet WAN Alaska Service Ports may be connected to other AT&T Ethernet WAN Alaska Service Ports through Virtual Local Area Network connections (VLANs). VLANs may be established between multiple AT&T Ethernet WAN Alaska Service Ports and between AT&T Ethernet WAN Alaska Service Ports with different Port speeds, but the sum of the bandwidth of the VLANs on any one AT&T Ethernet WAN Alaska Service Port may not exceed the Port speed of such AT&T Ethernet WAN Alaska Service Port. Ethernet WAN Alaska Service Ports may also be connected to other AT&T services that are available at the AT&T POP where the AT&T Ethernet WAN Alaska Service Port is located [e.g., AT&T VPN, AT&T Dedicated Internet (formerly known as AT&T Managed Internet Service)]. The Customer will be responsible for shaping or policing its traffic such that traffic is not transmitted to an AT&T Ethernet WAN Alaska Service Port at a rate higher than its applicable Port speed; any such excess packets will be discarded by the AT&T Ethernet WAN Alaska Service network.

SD-3.2. Access Channel Options

Section Effective Date: 26-Feb-2016

Access Channels provide connectivity between the Customer's location and the relevant AT&T Ethernet POP. The Access Channel connects to the Network Terminating Equipment (NTE) or the Service interface at the Customer's premises, and to the AT&T Point of Interconnection (POI) in the AT&T POP.

Access arrangements available to establish the connection between the Customer's premises and an AT&T POP include "Total Service" arrangements where AT&T provides the Access Channel and "Baseline" arrangements where the Customer chooses to purchase the Access Channel separately from another provider. Baseline arrangements may require the Customer to purchase space and power within an AT&T POP to terminate such Customer-provided Access Channel.

SD-4. Ordering Conditions

SD-4.1. Due Date of an Order

Section Effective Date: 26-Feb-2016

AT&T will establish a Due Date after receipt of a service order. A change to a pending order by Customer may result in a change in the Due Date.

SD-4.2. Customer Delay of a Due Date

Section Effective Date: 26-Feb-2016

Customer is required to be ready (including having all necessary site preparation work completed) by the Due Date of an order. If an order for an AT&T Ethernet WAN Alaska Service Component is delayed by Customer for more than 15 days beyond the Due Date, AT&T may cancel the order and bill the applicable cancellation charge, unless Customer accepts billing for the Service Component as of the sixteenth day of such delay.

SD-4.3. Expedite of a Due Date

Section Effective Date: 26-Feb-2016

A Customer's request for advancement in the Due Date of an order may be accepted by AT&T when the request can be accommodated without delaying orders of other Customers. An Expedite Charge applies each time Customer requests AT&T to advance the Due Date, even in the event that AT&T is unable to meet the new Due Date. In addition to AT&T's standard Expedite Charge, additional expedite charges may be assessed (determined on an individual case basis) where a request to advance the Due Date would incur additional charges from the underlying service provider.

SD-4.4. Cancellation of an Order

Section Effective Date: 26-Feb-2016

Customer may cancel an order any time prior to the Due Date. If Customer cancels an order within 30 days prior to the Due Date, a cancellation charge applies. An order is considered to have been canceled when AT&T receives written notice from Customer of cancellation. A cancellation notice cannot be retroactive.

SD-4.5. Change Orders

Section Effective Date: 26-Feb-2016

Depending on the location and the underlying access provider, Change Order activities (Moves, Adds, Upgrades, Downgrades) may be performed as disconnect and new. This means that all changes to existing service will result in the existing service being terminated and new service started.

SD-4.6. Disconnect Orders

Section Effective Date: 26-Feb-2016

To disconnect an AT&T Ethernet WAN Alaska Service Component, Customer must submit a disconnect request/order to AT&T in writing. Monthly recurring charges will continue to apply for a period of 30 calendar days from the date AT&T receives a disconnect request/order or until the requested disconnect date specified in the disconnect request/order, whichever is later. Customer may delay or cancel a disconnect request/order at any time prior to the requested disconnect date, by providing AT&T with a written request to that effect.

SD-4.7. Jurisdictional Requirement

Section Effective Date: 26-Feb-2016

The AT&T Ethernet WAN Alaska Service Components available under this Service Guide are jurisdictionally interstate and may only be purchased by Customers whose traffic on a Service Component (including Internet traffic) will be more than 10% interstate in nature. Within 30 days of a request from AT&T, Customer must provide a certification acceptable to AT&T attesting to this jurisdictional requirement.

Service Level Agreements (SLA)

SLA-1. SLA Administration

SLA-1.1. Performance Objectives

Section Effective Date: 26-Feb-2016

AT&T has established performance objectives for the AT&T Ethernet WAN Alaska Service. While AT&T cannot guarantee that these performance objectives always will be met, AT&T may provide credits to Customer when they are not met, subject to the limitations set forth herein. If an SLA states that a Customer is eligible for an SLA credit, this means that Customer is eligible subject to the terms, definitions and any exclusions or limitations stated herein. The SLA credits described for each of the performance objectives are the sole and exclusive remedy for any failure to meet the objectives. If no SLA credits are stated for any objective stated herein, no remedy applies for failure to meet that objective.

SLA-1.2. SLA Trouble Reporting

Section Effective Date: 26-Feb-2016

In order to receive a credit for an AT&T Ethernet WAN Alaska Service SLA, the Customer must submit the credit request by e-mail to their AT&T Account Manager by the end of the month following the month in which the failure to meet the SLA objective(s) occurred. Site Availability SLA credit requests must be accompanied by the relevant valid AT&T trouble ticket number(s).

SLA-1.3. SLA Exclusions and Limitations

Section Effective Date: 26-Feb-2016

AT&T is not responsible for failure to meet an SLA resulting from:

- The conduct of Customer or Users of AT&T Ethernet WAN Alaska Service;
- The failure or deficient performance of power, equipment, services or systems not provided by AT&T as part of the AT&T Ethernet WAN Alaska Service;
- Delay caused or requested by the Customer;
- Service interruptions, deficiencies, degradations or delays due to Access Channel or CPE when provided by third-parties (except as specifically provided in a particular SLA);
- Service interruptions or delays in investigating and/or fixing a trouble affecting an AT&T Ethernet WAN Alaska Service Component due to the hours of operation of the local access service provider in the Alaska region for which Customer is reporting a trouble;
- Service interruptions, deficiencies, degradations or delays during any period when a Service Component is removed from service for maintenance, replacement, or rearrangement purposes or the implementation of a Customer order;
- Service interruptions, deficiencies, degradations or delays during any period caused by extreme weather or other force majeure conditions;
- Customer's election to not release a Service Component for testing and/or repair and to continue using the Service Component.

In addition, AT&T Ethernet WAN Alaska Service SLAs do not apply where the Customer reports an SLA failure but AT&T does not find any SLA failure.

Customer may receive only one credit for any calendar month on a given AT&T Ethernet WAN Alaska Service Port for each of the Network Average metrics. Customer may not receive SLA credits totaling more than 100% of the discounted monthly recurring charge for any affected AT&T Ethernet WAN Alaska Service port(s), for a given calendar month.

SLA-1.4. SLA Region Table

Section Effective Date: 30-Sep-2018

The regional groupings described in the table below will be used for determining achievement of performance objectives and SLA credits associated with SLA failures.

AT&T Ethernet WAN Alaska Service - SLA Region Table	
Regions	**Population Centers**
Group 1 (Urban Terrestrial)	Anchorage, Fairbanks, Juneau and Eagle River
Group 2 (Rural Terrestrial)	Prudhoe Bay, Ketchikan, Kodiak and Sitka
Group 3 (Rural Satellite)*	Barrow, Bethel, Dillingham, Fort Yukon, Galena, Kotzebue, McGrath and Nome
Notes:	
	Measurements of performance within or between Regions are taken from a selection of AT&T Alaska network backbone nodes in the Region and do not necessarily include all communities or Customer locations in a Region.
*	AT&T Ethernet WAN Alaska Service for Group 3 (Rural Satellite) is no longer available to be ordered for new Customers as of September 30, 2018.

SLA-2. AT&T Ethernet WAN Alaska Service SLA Metrics

Section Effective Date: 30-Sep-2018

The following metrics will apply for the SLA objectives for Network Jitter, Network Latency and Network Data Delivery, based on the AT&T Alaska core network average calculated using a subset of in-service locations, which may not be the actual Customer's locations. The Site Availability SLA is on a per site basis and access is included in the measurements where such access is provided by AT&T, but SLA credits do not apply to any local access charges. The metrics for Site Availability are based on customer reported trouble tickets.

SLA Metrics				
Region	**Network Jitter (one way)**	**Network Latency (one way in region)**	**Network Data Delivery**	**Site Availability**
Group 1	3 ms edge to edge in region and inter-region	25 ms	99.99%	100%
Group 2	3 ms edge to edge in region and inter-region	50 ms	99.95%	100%
Group 3*	3 ms edge to edge in region and inter-region	620 ms	99.95%	100%
Notes:				
*	AT&T Ethernet WAN Alaska Service for Group 3 (Rural Satellite) is no longer available to be ordered for new Customers as of September 30, 2018.			

SLA-2.1. Network Jitter SLA

Section Effective Date: 26-Feb-2016

The performance objectives for the Network Jitter SLA are for the Network Jitter to be no more than the applicable levels set forth in the SLA Metrics chart above. If AT&T's Ethernet WAN Alaska Service network does not meet the Network Jitter performance objective(s) for any Region in a given calendar month and AT&T fails to remedy the problem within one (1) month following the month that the failure occurred, the Customer may be eligible for a Network Jitter SLA credit. The credit amount is equal to 10% of Customer's discounted Monthly Recurring Charges for the Customer's AT&T Ethernet WAN Alaska Service Ports in the applicable Region(s) for that month.

SLA-2.2. Network Latency SLA

Section Effective Date: 26-Feb-2016

The performance objectives for the Network Latency SLA are for the Network Latency to be no more than the applicable levels set forth in the SLA Metrics chart above. If AT&T's Ethernet WAN Alaska Service network does not meet the Network Latency performance objective(s) for any Region in a given calendar month and AT&T fails to remedy the problem within one (1) month following the month that the failure occurred, the Customer may be eligible for a Network Latency SLA credit. The credit amount is equal to 10% of Customer's discounted Monthly Recurring Charges for the Customer's AT&T Ethernet WAN Alaska Service Ports in the applicable Region(s) for that month.

SLA-2.3. Network Data Delivery SLA

Section Effective Date: 26-Feb-2016

The performance objectives for the Network Data Delivery SLA are for the Network Data Delivery percentages to be no less than the applicable levels set forth in the SLA Metrics chart above.

If AT&T's Ethernet WAN Alaska Service network does not meet the Network Data Delivery performance objective for any Region in a given calendar month and AT&T fails to remedy the problem within one (1) month following the month that the failure occurred, the Customer may be eligible for a Network Data Delivery SLA credit. The credit amount is equal to 10% of Customer's discounted Monthly Recurring Charges for the Customer's AT&T Ethernet WAN Alaska Service Ports in the applicable Region(s) for that month.

SLA-2.4. Site Availability SLA

Section Effective Date: 30-Sep-2018

Site Availability measures the overall availability of the AT&T Ethernet WAN Alaska Service to the Customer (including Access Channels to the Customer premises, where such Access Channels are provided by AT&T), during the monthly measurement period. If the availability of a given AT&T Ethernet WAN Alaska Service Port is less than 100% during the month (i.e., if

there is an interruption ("Outage") in the AT&T Ethernet WAN Alaska Service which results in a complete loss of service on such Port), Customer may be eligible for an SLA credit based on the table below. The credit amount is equal to the applicable percentage (as set forth in the chart below) of Customer's discounted Monthly Recurring Charges for the affected AT&T Ethernet WAN Alaska Service Port(s) for that month.

The Outage time will be based on AT&T trouble tickets, and begins when a trouble ticket is opened by AT&T and Customer releases the affected Service Component(s) to AT&T and ends when AT&T makes its first attempt to notify Customer that the problem has been resolved and the Service Component(s) are restored and available for Customer to use.

Site Availability – SLA Credit Table				
Cumulative Monthly Outage Time (per Port)		**Region**		
Equal to or Greater than:	To Less than:	Group 1	Group 2	Group 3*
1 Minute	6 Hours	10.0%	7.0%	5.0%
6 Hours	12 Hours	25.0%	15.0%	10.0%
12 Hours	24 Hours	40.0%	25.0%	15.0%
24 Hours	72 Hours	50.0%	30.0%	20.0%
72 Hours	N/A	75.0%	50.0%	35.0%
Notes:				
*	AT&T Ethernet WAN Alaska Service for Group 3 (Rural Satellite) is no longer available to be ordered for new Customers as of September 30, 2018.			

Pricing (P)

P-1. Rates and Charges

Section Effective Date: 26-Feb-2016

Pricing for Alaska AT&T Ethernet WAN Service is determined on an Individual Case Basis (ICB) and will be as set forth in the Customer's Pricing Schedule or other contract document. In addition, the following miscellaneous charges may apply:

P-1.1. Rate Table EWA-RT-NRC: AT&T Ethernet WAN Alaska Service – Non-Recurring Charge

Section Effective Date: 26-Feb-2016

Rate Table EWA-RT-NRC: AT&T Ethernet WAN Alaska Service - Non-Recurring Charge	
Description	**Non-Recurring Charge**
Bandwidth Setup	$1,000.00
Service Order Change Charge (per location)	$500.00
Service Order Cancellation Charge (per location)	$500.00
Service Order Expedite Charge (per location)	$500.00

P-1.2. Service Upgrade and Downgrade Charges

Section Effective Date: 26-Feb-2016

Customer may be required to pay additional charges related to upgrade or downgrade of the service speed.

End of Service Guide